



PATENT  
Attorney Docket No. P04763USO

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICANT: PFIFFNER, et al.                      GROUP ART NO: 2152  
SERIAL NO: 09/918,091                      EXAMINER: TBA  
FILED: July 30, 2001  
TITLE: METHOD, SYSTEM AND APPARATUS FOR ENTERPRISE  
CUSTOMER CONTACT MANAGEMENT

PETITION AND FEE FOR EXTENSION OF TIME  
UNDER 37 CFR 1.136(a)

RECEIVED

Assistant Commissioner for Patents  
Washington, D.C. 20231

JAN 25 2002

OFFICE OF PETITIONS  
DEPUTY A/C PATENTS

Dear Sir:

This is a request under the provision of 37 CFR 1.136(a) to extend the period for filing a response in the above identified application for 1 months from November 5, 2001 to December 5, 2001.

Applicant is a large entity; therefore, a check in the amount of \$110.00 for one month is enclosed to cover the cost of the extension.

Any deficiency or overpayment should be charged or credited to Deposit Account 26-0084. A duplicate copy of this sheet is enclosed.

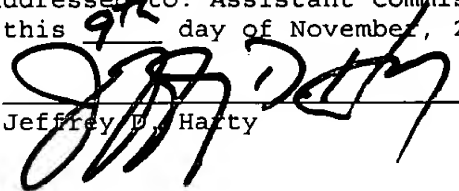
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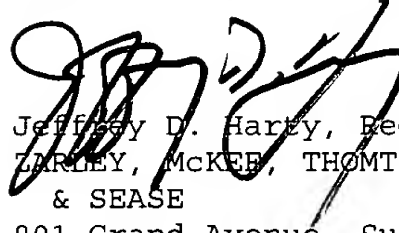
110.00 OP

CERTIFICATE OF MAILING

I hereby certify that this document and the documents referred to as enclosed therein are being deposited with the United States Postal Service as First Class mail in an envelope addressed to: Assistant Commissioner for Patents, Washington, D.C. 20231, on this 9<sup>th</sup> day of November, 2001.

  
Jeffrey B. Harty

Respectfully submitted,



Jeffrey D. Harty, Reg. No. 40,639  
LARLEY, McKEE, THOMTE, VOORHEES  
& SEASE

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Attorneys of Record

-smz-